



COMMONWEALTH of VIRGINIA

DEPARTMENT OF MEDICAL ASSISTANCE SERVICES

600 East Broad Street, Suite 1300

Richmond, VA 23219

December 17, 2008

ADDENDUM No. 2 TO VENDORS:

Reference Request for Proposal: RFP 2009-02
Dated: November 21, 2008
Due: January 6, 2009

RFP change:

RFP Reference: 3.6 Call Center Performance Standards

The wait time in the queue should not be longer than 3 minutes for 95% of the incoming calls.

Modification:

The average wait time in the queue should not be longer than 3 minutes (180 seconds) for 90% of incoming calls answered each month.

Note: A signed acknowledgment of this addendum must be received by this office either prior to the due date and hour required or attached to your proposal response. Signature on this addendum does not substitute for your signature on the original proposal document. The original proposal document must be signed.

Sincerely,

William D. Sydnor

William D. Sydnor
Contract Management Director

Name of Firm: _____

Signature and Title: _____

Date: _____